

**CUSTOMER COUNCIL MEETING MINUTES**  
**Department of Administrative Services – Human Resources Enterprise**  
**Hoover A, Conference Room 5-North**  
**April 2, 2008**  
**1:30 p.m.**

Agenda Item	Notes
<b>Members Present</b>	<p>Bill Gardam, Human Services, Chair</p> <p>John Craig, American Federation of State, County and Municipal Employees (AFSCME)</p> <p>Bill Snyder, Judicial</p> <p>Roger Stirlor, Revenue</p> <p>Steve Timmins, Department of Management</p> <p>Dave Werning, Inspections and Appeals</p>
<b>Members Absent</b>	<p>Marty Deaton, Public Safety</p> <p>Dennis Mack, Iowa Veterans Home, Vice-Chair</p> <p>Mike Marshall, Legislature</p> <p>Lance Noe, Drake</p> <p>Jim Riordan, Public Employment Relations Board (PERB)</p> <p>Penny Westfall, Iowa Law Enforcement Academy</p>
<b>Other Attendees</b>	<p>Nancy Berggren, Dept. of Administrative Services –Human Resources Enterprise (DAS-HRE)</p> <p>Susan Churchill, DAS-HRE, Responsible for Taking Meeting Minutes</p> <p>Brenda Easley, DAS</p> <p>Mary Ann Hills, DAS-HRE</p> <p>Ed Holland, DAS-HRE</p> <p>Tracy Hunt, Public Safety</p> <p>Mark Johnson, DAS</p> <p>Lana Morrissey, DAS</p> <p>Laura Riordan, DAS</p> <p>Bill West, DAS-HRE</p>
<b>Opening Remarks</b>	<p>I. Chairperson Bill Gardam called the meeting to order.</p> <p>II. There was not a quorum; therefore:</p> <p style="padding-left: 40px;">A. This was an informational meeting with no voting.</p> <p style="padding-left: 40px;">B. The minutes of the meeting on November 28, 2007, could not be approved.</p>
<b>Updates</b>	<p>I. Mark Johnson provided a legislative update.</p> <p style="padding-left: 40px;">A. If passed, DAS statutory bill (SF 2291) would merge all four DAS Customer Councils into <i>one</i> Council, facilitated by the Department of Management.</p> <p style="padding-left: 80px;">1. The bill is currently in the Senate Ways and Means Committee.</p> <p style="padding-left: 80px;">2. Mark Johnson believes it will pass the Senate and move on to the House.</p> <p style="padding-left: 40px;">B. The Salary Bill (SSB 3277) is in the Senate Appropriations Committee.</p> <p style="padding-left: 40px;">C. The FTE Cap legislation (HF 2271) is in the House Appropriations Committee.</p> <p>II. Nancy Berggren provided general updates in DAS.</p> <p style="padding-left: 40px;">A. A Kaizen Event will be held this month to discuss recruitment.</p> <p style="padding-left: 40px;">B. The Governor-appointed Diversity Council has met three times.</p> <p style="padding-left: 80px;">1. The Council has been doing “organizational” work.</p> <p style="padding-left: 80px;">2. The Council selected a trainer – Rizzo and Associates – to conduct diversity training for managers and supervisors.</p> <p style="padding-left: 80px;">3. The Council is working on how to train the entire state workforce.</p>

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	<p>III. Ed Holland provided updates in the Benefits Bureau of DAS-HRE.</p> <ul style="list-style-type: none"> <li>A. The new laws regarding the Family Medical Leave Act (FMLA) are effective immediately; however, the Department of Labor (DOL) will not be providing guidelines until the end of 2008 or early 2009. <ul style="list-style-type: none"> <li>1. Personnel Assistants have been told to use their “best efforts” to accommodate employees and consult Personnel Officers for direction, if needed.</li> <li>2. More information will be provided once DOL issues guidelines.</li> </ul> </li> <li>B. A <i>PA Advisory Committee</i>, made up of ten Personnel Assistants, has been established. <ul style="list-style-type: none"> <li>1. The group has met once in March.</li> <li>2. The Benefits Bureau will be discussing benefit issues with this committee before rolling out information to all of the PAs.</li> </ul> </li> <li>C. Jim Pierson will conduct a Benefits Presentation Overview every two weeks via a webinar for new employees.</li> </ul> <p>IV. Nancy Berggren discussed DAS-HRE Results Measures.</p> <ul style="list-style-type: none"> <li>A. The number of minorities and persons with disabilities working for the State is low.</li> <li>B. If Council members have suggestions on other measures to track, please contact Nancy Berggren.</li> </ul> <p>V. Mark Johnson discussed the draft of the DAS Business Plan.</p> <ul style="list-style-type: none"> <li>A. The DAS Strategic Plan is being finalized and will be attached to the Business Plan.</li> <li>B. The DAS Strategic Plan will be distributed to Council members at the next meeting.</li> <li>C. The financials will be updated.</li> <li>D. The Council discussed the difference between the Business Plan and the Strategic Plan. <ul style="list-style-type: none"> <li>1. Bill Gardam pointed out that the Council approves the Business Plan but not the Strategic Plan.</li> <li>2. Bill Gardam noted that the Council must approve rates; however, rate-setting information is not included in the Business Plan.</li> <li>3. Nancy Berggren stated that business plans typically focus on services and how to sell them. <ul style="list-style-type: none"> <li>a. They are forward-looking and lay out a direction.</li> <li>b. Results of business plans are found in different documents.</li> </ul> </li> <li>4. The Council decided to define “Business Plan” for itself and move on from there.</li> </ul> </li> </ul>
<p><b>Budget Updates</b></p>	<p>I. Brenda Easley provided a budget update.</p> <ul style="list-style-type: none"> <li>A. Due to a surplus of money in the budget, DAS-HRE will be rebating a total of \$803,715 to departments before the end of Fiscal Year 2008.</li> <li>B. The Council discussed the possibility of not billing departments for one or two months in lieu of issuing rebates. <ul style="list-style-type: none"> <li>1. Lana Morrissey verified with Pat Lantz, Attorney for DAS, that DAS does not need the <i>approval</i> of the Council to issue rebates; rather, DAS should seek <i>guidance</i> from the Council.</li> <li>2. Nancy Berggren asked if it was the “sense of the group” present to move forward with the rebates. The Council agreed.</li> </ul> </li> </ul> <p>II. Brenda Easley discussed the Rate Methodology used to determine rates in DAS-HRE.</p> <ul style="list-style-type: none"> <li>A. Bill Gardam would like to discuss this again at the next meeting.</li> <li>B. Susan Churchill will e-mail the Rate Methodology to Council members with the next agenda and minutes.</li> </ul>

<b>Agenda Item</b>	<b>Notes</b>
<b>Topics for Next Meeting</b>	<ul style="list-style-type: none"> <li>I. Department Updates – DAS Staff</li> <li>II. DAS Strategic Plan – Mark Johnson</li> <li>III. Budget Update – Brenda Easley</li> <li>IV. Discussion of Rate Methodology – Council</li> </ul>
<b>Next Meeting</b>	The next meeting will be held on Wednesday, May 7, 2008, from 1:30 p.m. – 3:30 p.m. at the Hoover Building, Level A, Conference Room 5.
<b>Adjourned</b>	The meeting adjourned at 3:30 p.m.